



## A Message from our Chief Executive Officer

I look forward to having the privilege and opportunity to serve as CEO in such an exemplary hospital as Mercy University Hospital.

My vision for the Mercy is for a stronger, more sustainable hospital, having maximised the opportunities of reconfiguration so that the Mercy continues to be recognised as a leader in healthcare whilst at the same time safeguarding the values of the Hospital. The years ahead promise to be challenging and will require us to steadfastly keep our focus.

The publication of the Mercy Times e-zine plays a key role in supporting the Hospital's communications strategy and in that regard I welcome its launch.

Our patients continue to put their trust in us and together we will continue to fulfill our duty. I am confident our best years lie ahead; and that together we will continue to make Mercy University Hospital the unique place that it is.

On a personal level, I would like to thank you most sincerely for your welcome and commitment to this Hospital. All the incredible support from the Sisters of Mercy, the Board of Governors, the Executive Management Board and staff has been inspirational.

- Sandra Daly  
CEO

## Farewell Message from Pat Madden



So many wonderful memories pass through my mind as I write this message. It's bittersweet to think that I will no longer be working in Mercy University Hospital (MUH), but I will always feel a part of this great Hospital, its mission, and the very special staff who make it work. It has indeed been a privilege knowing and working with such a dedicated group of people.

The past 7 years have been a great experience that has enriched my life. I want to express my deep appreciation for the tremendous honour of working in MUH over the years. As I embark on a new path, I leave in the knowledge that the Mercy has a highly talented and dedicated staff to carry on the mission. I am confident that the values upon which MUH was founded will continue to cause this Hospital to grow, prosper, and give patients what they need most of all— to borrow a phrase from 1857 - "to be relieved!"

The Mercy operates with a very public mission, a commitment to provide consistently excellent and accessible health services to all in need of care, regardless of their status or their ability to pay. It gives me immeasurable pride to look back now and to know that for each and every day of my 7 years on this campus, we have never wavered from that mission.

Because your work every day is so much of the here-and-now, I could not leave without urging each of you to pause and appreciate just how much we have accomplished together. We truly are a unique institution in our Region's healthcare landscape – Cork's best hospital, adhering to the highest standards of excellence, and teaching affiliate for the University School of Medicine.

I look forward to what the future holds for Mercy University Hospital, and I include below some reminders of the unique opportunities and proud accomplishments we have shared since 2005.

*(continued on page 10)*



Mercy  
UNIVERSITY HOSPITAL

1857-2007

# We're Back!

Welcome to the Mercy Times reborn as an e-zine. An e-zine is a magazine / newsletter that is published in an electronic format rather than in traditional paper and ink. This allows us to more easily distribute the newsletter to staff and friends of the Mercy.

We wish to express our thanks to everyone who submitted articles, information and / or photos for this edition. If you have something to submit for a subsequent issue, please contact any member of the Editorial Committee.

Current and previous issues of the Mercy Times can be found online at [www.muh.ie](http://www.muh.ie) and within the Hospital on the MUH Intranet – Sharepoint.



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**Michael Mulry**

Thank you,  
'Mercy Times'  
Editorial Committee

## POLAR Unit opens at Mercy University Hospital



*The POLAR Unit team (L-R): Norma Healy (Staff Nurse), Catriona O'Connell (Senior Occupational Therapist), Spencer Turvey (POLAR Unit Manager), Anne-Marie Crowley (Clerical Officer), Aoife Collins (Senior Physiotherapist), Antje Mader (Prosthetist) and Dr. Andrew Hanrahan (Consultant in Rehabilitation Medicine).*

The summer of 2011 brought the opening of the regional Prosthetic Orthotic and Limb Absence Rehabilitation (POLAR) Unit at the Mercy University Hospital (MUH), Cork. The POLAR Unit is an HSE sponsored, MUH delivered initiative in partnership with the National Rehabilitation Hospital (NRH), Dun Laoghaire, Co. Dublin. It will provide specialist, interdisciplinary rehabilitation that is goal-oriented and outcome focused for persons with limb amputation or congenital limb loss.

The POLAR Unit links with the NRH in a hub and spoke model of national service delivery. It is anticipated that this will be the first of several regional developments, providing timely rehabilitation in a co-ordinated, evidence-based manner reflecting international best practice. It is also in keeping with the National Policy / Strategy for Specialist Rehabilitation, the Clinical Programmes, the HSE Transformation Programmes and Regional Reconfiguration.

The POLAR programme is a Consultant-led, Therapy-managed service provided on an outpatient basis for the Cork and Kerry regions.

The Unit is interdisciplinary and offers Physiotherapy, Occupational Therapy, Prosthetic and Orthotic provision, Nursing and Medical reviews as well as access to appropriate clinical investigations, inter-departmental referrals, and in-patient rehabilitation beds at the NRH.

**- POLAR Unit Manager**

## Health Promoting Hospital

Mercy University Hospital (MUH) was awarded certification from the International Network of Health Promoting Hospitals & Health Services in July 2011.

The Hospital is forging links with the Health Promotion Unit - HSE South; and a multi-disciplinary working group within MUH will be established to advance Health Promotion here.

A number of Health Promotion activities have already been identified; and staff education and training will be central to this new ethos with policies being formulated accordingly.

The work is only beginning .....

**- Department of Nursing**



# Foundation Focus



Left to Right: Volunteer John O'Donovan (Denis' son), Máire O'Sullivan, Volunteer Denis O'Donovan, Julie Harris, Anne Marie Queeney and Colette Hayes.

The Mercy University Hospital Foundation team continues to work hard to raise funds for the Hospital. Last year alone it allocated over €1 million to purchase state of the art equipment, like the new CT scanners and supported vital services, like the Men's Health Unit. Among many other things, we were also delighted to co-fund the painting of the Hospital. There is no doubt that patients and staff agree that the Hospital looks clean and fresh; and the paint work certainly creates a great first impression of the Mercy.

A big thank you to volunteer, Denis O'Donovan, who is spearheading our campaign **Recycling in Aid of the Mercy!** Denis is doing trojan work collecting cartridges and mobile phones throughout County Cork and beyond! Denis came on board to help the Foundation because his wife Angela underwent treatment in St. Therese's Ward.

We are so grateful to Denis for presenting the Foundation with a cheque for €5,000 this February. Denis hopes to raise much more over the next 12 months. **You can play your part by putting empty cartridges in the boxes around the Hospital.** A big thank you to Denis -- you are an inspiration to us all!

The Foundation always has many fundraising activities on the go. Our next big event is the **Fort to Fort Cycle on the 1 April 2012**. The cycle will begin at Trabolgan Holiday Village and finish at Fort Camden, Crosshaven. This exciting challenge gives cyclists the option of taking the 50km or 80km routes. If any hospital staff members are keen cyclists, please register (€50 per entrant) to take part by visiting the Foundation's website: [www.mercyhospitalfoundation.ie](http://www.mercyhospitalfoundation.ie)

**- Mercy University Hospital Foundation Team**

## Reunited ...

A regular patient and neighbour of Mercy University Hospital (MUH) recently lost his hearing aid. As you can imagine, this was cause of great concern and inconvenience, potentially resulting in an expensive replacement.

A member of staff found the device near the Hospital and handed it into Lost & Found. With a bit of detective work on the part of MUH staff, the owner was happily reunited with his hearing aid.

Excerpt from 'thank you' e-mail:

*"Egans Hearing Centre contacted me yesterday with the good news that you had found my hearing aid missing since last week.*

*From your e-mail I see that you went to great difficulty in tracing the ownership. I appreciate because of your position you have a heightened respect for devices so that I was more fortunate that a member of Mercy staff found it. It is so small and vulnerable. It confirms my affection for the Mercy where I am a regular attendee.*

*I was ironically on my way to Egans to have it serviced when I lost it.*

*Kind regards and thank you again."*

Jack



Mercy University Hospital wishes to thank all those who were involved in the Hospital's facelift.

## With Dignity and Respect

Mercy University Hospital (MUH) has been chosen by the National Council for the Blind of Ireland (NCBI) to pilot the use of vision impaired symbols.

Mandatory training was provided to MUH staff by Mr. James Honour, Rehabilitation Officer, NCBI, Cork. The purpose of the vision impaired symbol is to ensure that any patient with vision impairment is treated with dignity and respect and that they have the same opportunities, rights and choices as a patient with full vision. With a patient's permission, this symbol will be placed on the front of the MUH Healthcare Record and on the end of bed notes. This will allow staff to more effectively meet a patient's individual needs.



At the same time, Mercy University Hospital has decided to introduce the use of the hearing impaired symbol, which will be utilised in a similar manner.



- Medical Records Department

## Major Achievement for Blood Bank



(L-R): Eleanor Carey, Dr. Clodagh Ryan, Aine Mulry, Claire O'Connell, Trish Bevan, James Hopkins, Gina Harrington, Mairead Hurley, Sinead Clerkin, Eileen Murphy, Trish Phelan, Mary O'Neill. Not pictured: Valerie O'Sullivan and Geraldine O'Sullivan-Conway.

Mercy University Hospital (MUH) Blood Bank Laboratory achieved ISO 15189 accreditation in December 2011. This is a major achievement and reflects a huge amount of hard work.

The Blood Bank at MUH opened on 3 March 2010, and applied for INAB (Irish National Accreditation Board) accreditation within six months. INAB provides laboratory accreditation for medical laboratories to ISO 15189:2007 "Medical Laboratories – particular requirements for quality and competence". The standard emphasizes patient needs and focuses on clinical personnel roles, responsibilities and needs, including the provision of clinical advisory services, collection of patient samples, provision of testing in a medical emergency and the contribution of medical laboratory service to patient care. In relation to Blood Bank Laboratories, Irish Legislation (SI No 360 of 2005 and SI 547 of 2006) published on foot of European Directives on the quality and safety of blood and blood products, requires blood bank laboratories to operate to ISO 15189. These laboratories must also comply with additional requirements relating to blood traceability and haemovigilance (notification of serious adverse reactions and events).

Inspection of the Blood Bank took place on 21 June 2011, and ISO 15189 accreditation was awarded in December 2011.

It is maintained through the Blood Bank and Transfusion Quality System, and involves annual visits from the INAB inspectors.

We acknowledge that support from MUH staff (medical, nursing, management, portering, and administrative) was invaluable in this endeavour.

- **Dr. Clodagh Ryan,**  
Consultant Haematologist

## Just For Fun

1. Quickly count the number of times the letter **F** appears in the following paragraph:

*FINISHED FILES ARE THE RESULT OF YEARS OF SCIENTIFIC STUDY COMBINED WITH THE EXPERIENCE OF YEARS.*

2. What goes up the chimney down but can't go down the chimney up?

3. What English word has three consecutive double letters?

4. What is the word that becomes shorter after we add two more letters to it?

5. Take away the whole and some still remains. What is it?

(answers on page 6)



# Regional iPMS – integrated Patient Management System

Mercy University Hospital (MUH) went fully live with a new **i**ntegrated **P**atient **M**anagement **S**ystem (iPMS) on Sunday, 12 June 2011. This project had received final approval to proceed in late December 2010, and with it came a very aggressive timetable for delivery. Initially, this was the end of the first quarter 2011, but given the reality and the enormity of the work to be done, it was agreed that it would be deployed in May / June 2011.

This was to be a Regional project -- a collaboration of effort between the Cork University Hospital Group (CUH Group), MUH and the South Infirmity-Victoria University Hospital (SIVUH). The goal was to establish a single patient database (single instance) and develop a single **R**egional **I**dentifier (RID) to reference / identify each patient. There was a huge task in taking all the patient demographic data from all sites involved and amalgamating this into the single data base whilst at the same time maintaining a reference to the historical numbering for reference purposes. Great credit is due to the collective Medical Records Departments who were primarily burdened with this task and that of migrating the paper records from the old numbering system to the new. This is a task that is still continuing and will for some time to come.

Like any new system being introduced, iPMS was going to require a change in work practices -- how we access and process information would be different. In order to evaluate the amount of change needed, a review of current processes was required and following that a plan was prepared to work out the "how." Needless to say, this required co-operation and engagement from all the staff at MUH (clinical and clerical), as well as from our other implementation partners. This cannot be underestimated and it must be recognised that all who participated with the project did so with enthusiasm and energy; and it would be fair to say it would not have been achieved without this collaborative effort. As a training project alone, it was a mammoth task and to all those who co-ordinated it and attended, great credit must be given for making time from their existing daily responsibilities.

Today, we have a single Regional patient management system known as iPMS. This is also being viewed nationally as the start of a single instance for the rest of the country. If a patient presents to the MUH, SIVUH or CUH Group they are allocated a single identifier known as the RID. Whilst regionally in the southern part of the country we are using the RID to reference patient details, there is work towards a national identifier. The next element to address is the establishment of a link to the diagnostic information interfaced to this single instance, thus enabling clinicians to have greater visibility to results electronically. This system is known as iCMS (**i**ntegrated **C**linical **M**anagement **S**ystem) and is under review by the Health Service Executive (HSE) at present.

There are far too many people to thank individually -- from the Project Board, who supported the project while allowing the Project Team to "get on" with the work in hand; to HSE members of the Project Team, who provided the technical experience of using iPMS and assisted in its configuration and training; to all the staff locally, who have supported and worked diligently in adopting iPMS and making it work; and finally, to the patients, who have been "patient" with us during this transition period.

This project has been a great success to date and a milestone in the field of Health in the Southern Region. It demonstrates the benefits of a collective effort and a single mindedness in achieving goals. This is only the start and we look forward to further developments.

- **Peter O'Callaghan**, ICT Manager



## Sincere condolences



The Hospital wishes to express its deepest condolences to the families of staff members who have passed away.  
**May they rest in peace.**

## Thought for the day

*"Mercy is a rare word, one hardly spoken. What are merciful actions? Not judging another; speaking with kind words; thinking compassionate thoughts about others. May acts of mercy come your way."*

- Caroline Myss and Peter Occhiogrosso  
(**Everyday Positive Thinking**, publisher: Hay House, Inc.)

# ERASMUS



Holly Royston and Danielle Hesketh

The Erasmus Programme (EuROpean Community Action Scheme for the MObility of University Students) is a European Union (EU) student exchange programme established in 1987. It forms a major part of the EU Lifelong Learning Programme 2007–2013, and is the operational framework for the European Commission's initiatives in higher education. The Mercy facilitated two nursing students (pictured) from Nottingham University for 12 week placements in specialist areas of Intensive Care and Adult Oncology. The students worked in a supernumerary capacity in both areas. The feedback from staff and the students themselves was very positive, in terms of clinical learning and also the sharing of experiences from different systems of healthcare. We hope to facilitate two more students in November 2012.

- Department of Nursing

## The Patient Experience

*"We are what we repeatedly do. Excellence, therefore, is not an act but a habit."*

- Aristotle

In today's healthcare environment, there is an increased focus on the necessity to measure care outcomes in order to determine the effectiveness of care delivery.

Nursing care is delivered in partnership with our patients, supporting them to make informed choices about their care and treatment with the aim of achieving the best possible outcomes.

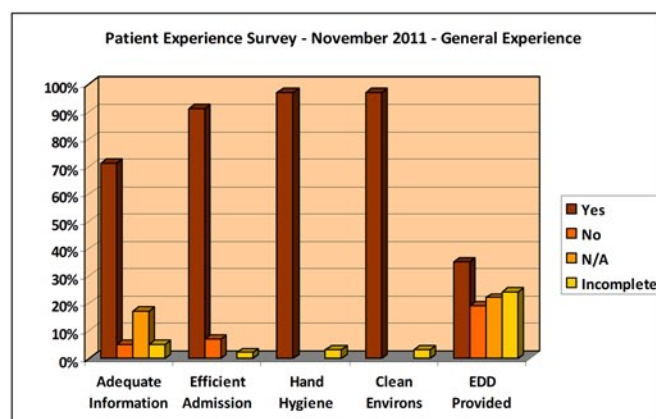
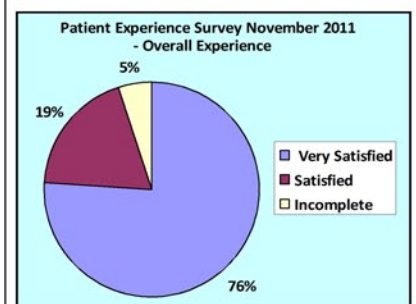
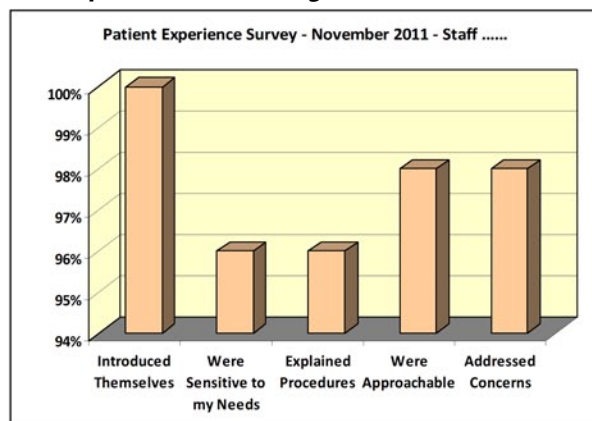
The Department of Nursing measures the contribution of our nursing care using specific nursing sensitive indicators. One indicator is the patient experience of care as they make their journey through our Hospital. Measurement results reveal areas of good practice in addition to those areas requiring improvement, which are then acted upon. The Department ascertains its feedback via a number of mechanisms:

- Daily patient rounds conducted by the Clinical Nurse Manager.
- Weekend patient rounds, standardized and carried out by the Senior Nurse Manager on duty.
- A comprehensive patient experience survey conducted 3 times a year.
- Allied to this, individual clinical areas and services have established their own formal feedback mechanisms for their areas - Outpatients, Pre-Assessment, Clinical Pharmacology and Endoscopy.

In 2011, we had a 79 percent return rate on our Patient Experience Surveys. Patients' views were sought in regard to the admission and information processes, experiences with staff, hygiene and discharge.

The clear challenge will be to continue to improve health outcomes through better models of care, higher levels of efficiency, and most importantly of all, a focus on the patient. The following statistics (collated in November 2011) speak for themselves and serve to encourage and enhance our determination.

### - Department of Nursing



### Answers to JUST FOR FUN: (questions on page 4)

1. The answer is 6 - most people don't get 6 on their first attempt.
2. Umbrella
3. Bookkeeper
4. Short
5. Wholesome



# A Tribute to Prof. Gerry O'Sullivan

On Sunday, February 12th, Gerry O'Sullivan passed away. He had been ill for some time and although his death was expected, it was hard for us to believe that such a towering figure in the life of the Mercy and in the world of surgery would no longer be a part of our everyday lives. Gerry had a commanding presence in life and he retained this presence in dying and in death. As word escaped that the end was near, a steady trickle of visitors passed by his bedside to pay homage to a great life lived fully in every sense. This vigil recalled the death of a great chieftain, and the same image was reflected in the service on the following morning. The entire Mercy family gathered as one to give recognition to his contribution and to mourn his passing. Gerry would have loved the ritual and symbolism involved: the guard of honour by the nursing staff along the link corridor to the chapel, the carrying of his coffin by the portering staff, the lament by his surgical colleague, Criostóir, and his final departure through the front door of the Hospital, carried by his consultant colleagues. His coffin was turned to face the Hospital where he worked tirelessly for 26 years before it was driven slowly out of sight down Henry Street. Even though he had been ill for so long, this place suddenly seemed emptier for his absence.

In the following days, Gerry's many achievements locally, nationally and internationally were recalled:

- Establishment of the Upper Gastrointestinal service in Cork and Munster.
- A pioneer for this speciality.
- Founder and Director of the Cork Cancer Research Centre producing ground-breaking internationally-recognised research.
- President of the Royal College of Surgeons of Ireland and European Surgical Society.
- Trainer of generations of surgeons.



Not bad for a boy from Caheragh, as he would have said himself. He surely lived out John Fitzgerald Kennedy's maxim to "see things as they should be and say why not?"

Gerry was an innovator, a researcher, a strategist and a thinker. In all his roles, he could be characterized, above all, as an enthusiast. His enthusiasm and love for surgery, late at night if not early in the morning, was a source of both wonder and exasperation to us all at times and his enthusiasm in all his other roles seemed to strengthen rather than wilt as the hours passed in the day. He sought to motivate everyone to do their very best, none more so than newly-appointed consultants, who were the subjects of his most intimidating exhortations. Gerry saw it as his duty to put them on notice that there was no time to sit back into their new appointments, but rather to display the same energy and curiosity he himself demonstrated throughout his working life and, indeed, throughout his illness.

Gerry loved discussing strategy -- strategy for surgery, strategy for the Hospital and strategy for the country. While he relished the intrigue and the battles that inevitably occurred, he never lost sight of the core purpose: to develop services and protect their integrity so that patients would benefit now and in the future. He appreciated how delicately structured services are, built up carefully over years with key individuals and coveted resources. Such services needed forthright protection as they could be dismantled with much greater ease than they could be reconstructed.

On a personal level, I can testify to his warmth, his encouragement and to his deadly right hook. What he presumed was a friendly clap on the back to end a conversation was to many of us a spine-shuddering blow. Like many others, I learned over the years to gauge when a conversation was coming to an end and withdraw just in time to avoid the blow. Usually, I failed.

*(continued on page 8)*

# A Tribute to Prof. Gerry O'Sullivan

(continued from page 7)

Gerry thrived at work, and continued to do so throughout his illness and what was supposed to be retirement. Like many others, I benefited greatly from his counsel which he gave so generously. I recall with some poignancy a visit to him in St. Therese's Ward on one occasion in the past year. In the same hand which housed an intravenous line administering chemotherapy, he held a draft PhD thesis he was reviewing. His other hand gesticulated as he warned me, not for the first time, that much of what passed as national policy emerged from discussions on the sideline of schools rugby games in Dublin but not to worry as we'd have the better of them in the end. At such times, it was easy to forget that Gerry was ill simply because he made it easy for all of us to forget. He never drew attention to it and rarely referred to it. He was at home in his more comfortable roles and being ill was not one of them.

Gerry's second family in the Mercy stood in solidarity with Gerry's first family at the service on the morning of February 13th. Their loss of a husband, father, grandfather and brother is much greater than ours. We thank them for allowing and facilitating Gerry to contribute so greatly to the Mercy over the years. What they passed on to us, we in turn passed onto the wider world. It was our honour and our privilege that, in the end, Gerry returned to his other home, here in the Mercy, to be cared for in his final days.

*Thig linn a mhaíomh go hard agus go soiléir: 'Ní bheidh a leithéad arís.'*

- **Dr. Colm Henry**, Clinical Director

## HRB Clinical Research Facility-Cork



*Minister for Health, Dr. James Reilly and invited guests at the blessing of the new facility.*

The Minister for Health, Dr. James Reilly, made his first official visit to Mercy University Hospital (MUH) on 5th March to officially open the newly developed HRB Clinical Research Facility-Cork (CRF-C). It is located at MUH and is co-funded by the Health Research Board (HRB) and University College Cork (UCC), with the support of the Health Service Executive (HSE). The purpose of the CRF-C is to promote excellence in the design, safe conduct and analysis of patient-focused research. It will provide the necessary space, expertise and equipment to allow medical professionals in Cork to work at the very cutting edge of clinical research.

(continued on page 9)



# HRB Clinical Research Facility-Cork

*(continued from page 8)*

The CRF-C will allow breakthroughs in laboratory research in drug therapy, food supplementation and medical devices to be converted into better and safer treatments for patients in a timely and efficient fashion. It will test potential new patient therapies and compare the risks, benefits and cost-effectiveness of established treatments. In conjunction with the UCC Department of Epidemiology, it will support studies that gather information and samples from patients with given conditions in order to better understand the causes and consequences of these illnesses. The Facility will provide a gateway that allows local researchers to integrate with the research work of colleagues both nationally and internationally and to ensure that the most current advances in treatment are available in Cork.

The CRF-C will support research undertaken throughout UCC and affiliated hospitals, as well as in the primary care setting. It will have a core staff of twelve including Prof. Joseph A. Eustace (Consultant Nephrologist, Cork University Hospital and CRF-C Program Director), Prof. Helen Whelton (UCC Dean of Graduate Education and CRF-C Director of Education) along with five dedicated Research Nurses, a Business Manager, Data Manager, Research Pharmacist, Biostatistician and Senior Lecturer in Research Methodologies.

**- Prof. Joseph A. Eustace**



*Reception area.*



*Minister for Health, Dr. James Reilly speaking to invited guests.*



*Prof. Eustace, Sr. Laurentia Roche and Sr. Concepta Twomey.*



*Waiting room.*

# Farewell Message from Pat Madden

(continued from page 1)

Take pride in what the following milestones say about you:

- **Patient Activity** - demand for the services of MUH continued to increase each year and despite financial pressures and cut backs we are now treating almost **100,000** patients a year while at the same time we have reduced waiting lists.
- **Mercy University Hospital Strategic Plan 2010 – 2014.**
- **150th Anniversary Celebrations throughout 2007.**
- Establishment of **Mercy University Hospital Cork Foundation.**
- **Consultant Appointments** - We have never stopped reaching for new heights to better serve and care for our patients. We are a centre of medical excellence, providing superior, comprehensive care in medical and surgical specialties. We recruited the best and brightest in the medical profession.
- Establishment of **Patient Focus Group and Liaison Service.**
- **Radiology Developments** - G.P. Referral for Direct Access to Plain Film, Picture Archiving Communication System (PACS). Refurbishment of the Interventional Suite completed and development of new CT Suite commenced.
- **New Blood Bank Laboratory** established and achievement of **ISO 15189 Accreditation.**
- **Acute Medical Unit (AMU)** – successful pilot.
- **Outreach Cardiovascular Rehabilitation and Prevention Programme.**
- New **ICT integrated Patient Management System (iPMS).**
- Implementation of a new patient identifier called the **Regional IDentifier (RID)** that will follow the patient between all public hospitals in the Region.
- Establishment of Munster's first **Rapid Access Unit** for Prostate Cancer and recognition under the Healthcare Innovation Awards, 2011 for the Clinical Nurse Specialist service delivered by Paul Ahern.
- New **Emergency Department.**
- New **Centre of Nurse Education.**
- New **Prosthetic Orthotic and Limb Absence Rehabilitation Unit (POLAR Unit).**
- **HSE Reconfiguration Roadmap** – presents challenges as well as opportunities.
- **Clinical Research Facility – Cork (CRF-C)** - establishment of the Regional Adult Clinical Research Facility at the Mercy.
- Participation in the **National Clinical Programmes – Stroke and COPD (Chronic Obstructive Pulmonary Disease).**



*Sweet retirement wishes!*



*Jersey presentation  
to Pat Madden  
by Jim Corbett.*

Working with you as Chief Executive Officer (CEO) of MUH has been the most satisfying and rewarding experience of my professional life. Our successes – some of them outlined above - have depended on the extraordinary talents and commitment of so many – our medical and administrative staff, the extraordinary support from the public, the partnership with University College Cork (UCC), and the unfailing loyalty from the community we serve.

The vision of the Sisters of Mercy has inspired and sustained the Hospital over these difficult times. The conferring by UCC of an Honorary Degree of Master of Science in Nursing on Sr. M. Laurentia Roche was in recognition of her great commitment and devotion given during a truly remarkable career, which spanned half a century and a tribute to the life and work of the Sisters of Mercy, who were described as “entrepreneurial and resilient women.” I would like to express my gratitude to them for giving me the opportunity of being CEO of this great organisation.

I would also like to thank the Board of Governors, the members of the Executive Management Board, Mr. Jim Corbett - Deputy CEO, the Operational Management Group and Dr. Colm Henry - Clinical Director, for all their support and co-operation over the years. But there is still much to do in the next few years to make sure this Hospital can continue to help and care for the patients and the communities who depend on it so much. And for that reason, I am delighted that Sandra Daly has succeeded me at MUH. She brings keen intellect, energy and enthusiasm to this position. I am confident that you will all support her as you have supported me and that the Hospital will go from strength to strength, continuing to expand while providing an excellent service to the people of Cork and beyond.

I would like to wish the Mercy University Hospital “team” all the best for the future.

**- Patrick Madden**



## Farewell Message from **Pat Madden**

(continued from page 10)



Left to Right: Dr. Siún Burke, Dr. Anita Griffith, Dr. John Cahill, Sandra Daly, Dr. Sean Minogue and Dr. Dónall O'Cróinín.



Presentation of gift by Des Murphy.



Pat Madden admiring the painting by Dr. Carl Vaughan.



Laura Madden, Anne Madden and Sr. Laurentia Roche.



## A Tribute to Hugo O'Connor



Our esteemed work colleague and friend, Hugo O'Connor, passed away in August 2011 after a long illness bravely borne in MUH St. Catherine's Ward and finally at home with his beloved family.

Hugo joined Mercy staff as Maintenance carpenter in 1994, where he worked diligently until taken ill in 2009. He took his job seriously, but at the same time performed his duties in his own laid-back, gentlemanly way. Those who would have come into contact with Hugo over the years would have noticed his non-flustered, gentle and professional approach. Socially, he carried the very same traits as was evident on many occasions at MUH functions which he loved attending. Charity work was also a big part of Hugo's life and he spent over 20 years as a volunteer with CASA (Caring and Sharing Association). He was an example to us all.

Even now after several months, as the MUH Maintenance Department begins to return to normal, it is difficult to comprehend that we have lost such a vital cog. Hugo was not only a work colleague to so many of us, but also a very dear friend.

*Go Ndèana dia Trocaire ar a anam.*

- Respectfully, by **Donie Goulding**

## Food for thought...

The Nutritional Care Committee (NCC) at Mercy University Hospital (MUH) is comprised of representatives from the following departments: Dietetics, Catering, Nursing, Para-Nursing, Speech and Language Therapy, St. Michael's Ward, and Patient Liaison.

The following objectives were achieved in 2011 by the Committee:

- Brought the MUH hospital food and food service closer to the DOHC guidelines (2009) on *'Food and Nutrition Care in Hospitals – guidelines for Preventing Under-Nutrition in Acute Hospitals.'*
- Continued work on food fortification within the high protein high calorie diet.
- Adopted new terminology and guidelines on modified texture diets and fluids in line with the recent report (2009) produced by the national dietetic and speech and language therapy associations (INDI and IASLT) on *'Irish Consistency Descriptors for Modified Food and Fluids' Consensus Document.*
- Drafted a food allergy policy specific to MUH with associated training for Catering staff.
- Completion of adult inpatient food satisfaction survey achieving an overall satisfaction rating of 82 percent.
- Development of a menu card for paediatric inpatient at MUH.
- Development of condition specific 'light diets' at MUH.

The full report is available to staff on the 'H' drive and will soon be available on Sharepoint \ Dietetics Department.

Overall, the NCC has both met and exceeded its target objectives stipulated at our very first meeting in January 2011. We anticipate that 2012 will be as productive and will contribute significantly to enhanced patient-centred care at MUH.

The NCC wishes to acknowledge and thank everyone who contributed to its work in 2011.

- **Dietetics Department**

## A Tribute to Margaret Geary

We were deeply saddened by the passing of our dear friend and colleague, Margaret, who died in October after a relatively short illness. Margaret is missed by her colleagues in the Pain Team and Anaesthetic Department where she played a pivotal role for 13 years. Margaret was genuinely loved by all who came in contact with her and in particular the patients visiting the Pain Service. Her kind nature, compassion, and gentle disposition were always to the fore. Margaret was invariably full of good humour and enjoyed many friendships at the Mercy. She offered a listening ear and commonsense advice to all who sought it.



Margaret's gentle exterior hid a keen mind and ready wit. Her many interests included music, sport, and travel with her husband, Pat. Margaret had a sensitive nature, very much evident in her love of animals. Also, it might surprise many to know that she was a fan of rock music, in particular Eric Clapton. Margaret was widely known as the "techno queen" among the secretarial staff and was right up-to-date on the latest computer technology and software developments. What many people may not have realised was that Margaret was an expert aviation enthusiast. She was very knowledgeable in all aspects of aviation and was known to spend time at home and abroad "plane spotting." If she had her time again, Margaret said she would have loved to become a pilot. However, that would have meant that Mercy staff and patients would have been deprived of her amazing company and talents.

*Ní fheicimid a leithead arís.*

- **Dr. Liam Conroy**, on behalf of the Pain Team and Medical Secretarial staff